



Preliminary Information

PIC6443 Radio Continuously Scrolls Through Favorites - Menus or Changes Volume Immediately Following Infotainment Control Switch Replacement

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	CT4	2021	All	All	All	All
Cadillac	CT5	2021	All	All	All	All
Cadillac	Escalade	2021	All	All	All	All
Cadillac	Escalade ESV	2021	All	All	All	All

Involved Region or Country	North America, Russia, Middle East, Israel, Palestine, Japan, Cadillac Korea
Additional Options (RPO)	IOS, IOT, or IOV
Condition	Dealer technicians may comment that immediately following S165 Infotainment Control Switch replacement that the radio may begin to scroll through Favorites or other menus being displayed on the radio, or that the volume is changing on its own.
Cause	This may be caused by a software anomaly impacting certain S165 Infotainment Control Switch service parts.

Correction:

Do not replace parts for this condition. Engineering is working with our supplier to resolve the issue with these service parts.

Service Procedure

Note: Engineering has placed a Hold on the suspect service parts within GM inventory. These service parts will be reworked with proper software and returned to inventory as quickly as possible.

At the printing of this PI we anticipate that parts will be available again by the end of the third quarter or sooner.

We ask that dealers not attempt to replace the S165 Infotainment Control Switch until the Service parts issue can be resolved. As soon as parts are returned to inventory the Hold will be lifted and this PI will be cancelled.

We apologize for the inconvenience this parts hold places on our customers and our dealers.

Version History

Version	1
Modified	08/10/2021 - Created on.



GENERAL MOTORS